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Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I chose Sonic for my internet service for my home about 15 years ago. As soon as they could provide service in the area, I chose it for my business also.

I wanted to do business with a local service. I own a small business too, and many clients choose me over others because they know the owner and staff are all members of the community who care about providing quality service.

Sonic has done an excellent job of keeping the price affordable and they have amazing customer and technical support. I can reach help on the phone, or I can go to their local office. With giant companies, it is rare to receive that kind of service and availability. Usually you call an 800 number and have to listen to endless menus and wait extended periods on hold or wait for a call back, or you have to email and wait days for a response. Too often the help at the other end is sassy or inept.

I used to have AT&T, which was awful when I needed help. I switched to Integra who began good when they were new, but as they grew, the customer service became "customer no service".

Please do NOT allow large companies like AT&T to deregulate. We have seen what deregulation does for huge, glutenous businesses like AT&T and it creates a nightmare for the consumer.

I support broadband competition and competitive deployment!

Leslie Allyn